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Russ Fagg
Ali Hurley

RECEIVED FEB 14 2025

February 12, 2025

Daniela E. Pavuk
Assistant City Attorney
P. O. box 1178
Billings, Mt. 59103

Re: Anderson Towing concerns

Dear Daniela,

My goal in writing this letter is to have Anderson Towing, 1202 S. 32nd St., Billings, Mt., taken out of the rotation for towing companies called by the BPD so Billings citizens are no longer subject to their price gouging and general mistreatment.

I know how difficult it is to run a business, and I have never gone after any business before. However, after my treatment earlier this week, watching another customer receive similar mistreatment, and hearing other horror stories about Anderson Towing as I visit with others, I am convinced the City should no longer be subjecting our residents to Anderson Towing mistreatment.

Attached is my complaint I filed with the DOJ, which explains the price gouging concern. There were other personal interaction issues, but I will not dwell on those as I think the price gouging alone is sufficient for the City to say no more. I visited with two tow companies, Mountain Top and Hansers, and they both told me this job would normally be between \$400-\$600.

Of particular concern is the \$500 charged for Traffic control signs, cones, and warning lights. I visited with Captain Mayo and he told me those amenities are not normally necessary as the City squad cars use their lights to warn traffic and they do not leave until the cars are towed.

It is my understanding there have been other complaints against Anderson Towing. I want to add to that list so this issue is addressed as soon as possible.

I urge the City to remove Anderson Towing from the rotation list. This will benefit our residents by not being subject to their poor and over-priced services.

Thank you,

A handwritten signature in black ink, appearing to read "Russ Fagg". The signature is stylized with a large initial "R" and a cursive "Fagg".

Russ Fagg

CC: Anderson Towing LLC Billings

DEPARTMENT OF JUSTICE
Office of Consumer Protection
PO BOX 200151
Helena, MT 59620-0151
Phone: 406-444-4500 or 800-481-6896
ContactOCP@mt.gov

Consumer Complaint Form

To submit your complaint:

1. Fill out this form as completely as possible, sign it and mail the **signed original** (not a copy) to the Office of Consumer Protection. Keep a copy for your own records.
2. Enclose photocopies of all documents relevant to your complaint, such as receipts, warranties, both sides of cancelled checks, contracts, etc. In this case, **do not send originals**.

Please print or type.

Your Name: Russ Fagg

Street Address: REDACTED

City: Billings State: MT Zip: 59102

Telephone No.: Home: N/A Business: (406) 855-0224

Party Complained of: Anderson Towing LLC Billings

Street Address: 1202 S. 32nd St

City: Billings State: MT Zip: 59102

Telephone No.: (406) 894-2566 Manager or Salesperson: Bryce (2), Catherine

Product or Service Involved: tow service

Model No.: 2017 Mercedes Benz E Serial or VIN #: REDACTED

Purchase Price of Product: \$ 1,737.47 Approximate Cost of Repair or Replacement: \$

Date of Transaction: 2/8/25

If your complaint relates to false advertising or deceptive trade practices, indicate when and where the product or service was advertised. (If possible, attach a copy of the advertisement.)

Was a contract signed? Yes () - please attach a copy. No (X)

Was a warranty issued? Yes () - please attach a copy. No (X)

Financial Institution Involved, if any: N/A

Referred by: (Name and address of private attorney or legal aid group, etc.)

N/A

(COMPLETE PAGE 2)

Have you contacted the party complained of? Yes (X) No ()
 Have you retained a private attorney? Yes () No (X)
 Did a telemarketer contact you? Yes () No (X)

Fully explain the nature of your complaint. Describe events in the order in which they occurred. Use additional pages if necessary.

My dad's car was in an accident. Anderson Towing towed it to their facility. The following occurred:

1) The bill for a 6.2 mile tow and two days of storage was \$1,737.47. See attached bill. I understand from other tow companies this should be around \$500; The bill included:

a) \$500 for traffic control signs, however the Bittings Police Department provides this service;

b) 3 days of storage: should have been at most 2 days;

c) \$125 Gate Fee... 7;

d) \$79.92 for fuel surcharge on top of mileage;

e) \$157.95 "Admin Fee"

State the relief you desire, i.e. refund, repair, etc.:

I would like Anderson Towing to be taken out of the rotation for accidents in Bittings and the surrounding area, for MHP, BPP, and YCSO.

NOTE: If you desire legal advice, we suggest you contact a private attorney to handle your complaint.

I understand that:

- the State has full discretion concerning its acceptance, investigation and resolution of this complaint;
- the State cannot act as my attorney; and
- no attorney/client relationship is established as a result of any activities undertaken on my behalf.

I hereby:

- affirm that this complaint is true and correct to the best of my knowledge; and
- authorize the use of my name and this complaint in investigating the company or individual complained of.

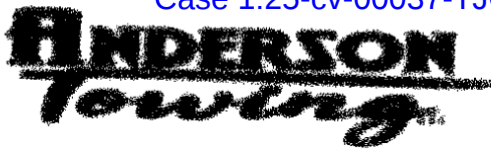
DATE:

2/11/25

SIGNED:



Optional:



Anderson Towing LLC Billings

PO Box 80067, BILLINGS MT 59108

Phone: (406) 894-2566 | Fax :

Impound Invoice

Printed 2/10/2025

Released To

Call # 53354
 Account Police calls to Anderson Towing Billings
 Date/Time Impounded: 2/8/2025 1:21 PM
 Date/Time Released: 2/10/2025 11:22 AM
 Days Held in Impound 3 days

Reason for Impound Accident
 VIN Number REDACTED
 Model 2017 Mercedes-Benz E-Class (Blue)
 License Plate REDACTED
 Drivable Yes
 Keys Yes on the board
 Towed from 6th Avenue North & North 27th Street, 6th Ave N & N 27th St, Billings, MT 59101
 Stored at Anderson Towing Billings
 1202 South 32nd Street West, Billings MT 59102

Notes Rotation #LLC

BPD

Air Bags Deployed

Call BPD with eta 406-657-8200

Release Notes:

Storage charges		Quantity	Price	Line Total
(Storage - Storage Fees) Impounds/Storage: Daily Impound Rate		3	\$75.00	\$225.00
Towing charges		Quantity	Price	Line Total
(Towing) Call Out		1	\$150.00	\$150.00
(Towing) Tow/Hook Fee		1	\$350.00	\$350.00
(Towing) Traffic Control Signs, Cones, Warning Lights		1	\$500.00	\$500.00
(Towing) Mileage		6.2	\$8.00	\$49.60
(Towing) Fuel Surcharge		1	\$79.92	\$79.92
(Towing) Gate Fee		1	\$125.00	\$125.00
(Towing) Lien Processing Fee		1	\$100.00	\$100.00
(Towing) Admin Fee		1	\$157.95	\$157.95
Towing SubTotal				\$1,512.47
Storage - Storage Fees SubTotal				\$225.00
Subtotal				\$1,737.47
Taxes				\$0.00
Grand Total				\$1,737.47
Amount Due:				\$0.00 / Paid
Cash payment of \$1,737.47 applied on 2/10/2025				

Upon signing this document I am freely admitting that I have the legal right to authorize Anderson Towing LLC to recover and tow my vehicles. I also agree and understand that circumstances outside Anderson Towing LLC control, with regard to the accident involving my vehicle, may make recovery and removal of my vehicle unusually difficult. I unconditionally release, waive and discharge my right, whether by contract or under operation of the law to file cause of actions(s) or claim(s) which I may have against Anderson Towing LLC now or in the future.

I hereby assume any and all risk of loss, liability, damage or costs, and understand that any and all damages that may occur will be as a result of the accident not as the result of any negligence on the part of Anderson Towing LLC.

Signature: _____ Date: _____